



CANADIAN UNION OF PUBLIC EMPLOYEES
SYNDICAT CANADIEN DE LA FONCTION PUBLIQUE

21, rue Florence Street
Ottawa, Ontario
K2P 0W6

(613) 237-1590
Telex: 053-4878

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UNIVERSITY EMPLOYEES
UNION (C.U.P.E.)

SERVICING REPRESENTATIVE - POSITION OUTLINE

In keeping with CUPE's principle of hiring from within its ranks, and in recognition of CUPE's commitment to affirmative action, this brief outline of the elements involved in a servicing representative position is being distributed to seek out potential staff from among the many active sisters and brothers throughout Canada.

The combination of duties performed by a servicing representative varies widely from assignment to assignment due to constantly changing priorities and needs. For this reason it is difficult to be specific in describing the role of servicing representative. Potential staff, however, should be aware that a representative may be expected to perform, but are not limited to, the following duties:

- 1) Organize groups of unorganized workers within CUPE's jurisdiction.
- 2) Assist local executives in establishing and maintaining an effective union administration, guided by the CUPE Constitution and complying with national policies.
- 3) Advise and assist local unions in interpreting contract language and processing grievances.
- 4) Advise, assist and guide local unions in preparing contract demands and conducting negotiations.
- 5) Encourage jurisdictional coalitions, and coordinate joint bargaining within a jurisdictional group on a provincial or regional basis.
- 6) Research, prepare and present briefs to conciliation and arbitration boards.

Jeff Rose
National President
Président national

Jean-Claude Laniel
National Secretary-Treasurer
Secrétaire-trésorier national

Benoit Doyon
Mike Dumler
Lucie Nicholson
Tom O'Leary
Jack Rodie

General Vice-Presidents
Vice-présidents généraux

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- 7) Assist and guide local unions in preparing for and conducting strikes, demonstrations and other labour or political protests.
- 8) Work closely with the national departments to ensure professional and technical assistance to the membership.
- 9) Be familiar with and assist local unions in understanding and interpreting current labour legislation and policies, and react appropriately to proposed or legislated changes.
- 10) Promote local union affiliation to provincial and regional labour bodies in accordance with CUPE policy, and participate in related activities.
- 11) Participate and encourage local union involvement at all political levels to further the interests of organized labour.
- 12) Act as a course instructor at educational schools or seminars.
- 13) Assume and effectively perform all executive responsibilities, in compliance with CUPE policy, on behalf of a local union pleased under administration.
- 14) Develop contracts and working relationship with the officers and staff of sister unions and other labour-oriented organizations.

While the flexibility to attend evening and weekend meetings, and the freedom to travel, are necessary to effectively perform the role of servicing representative, there are no specific prerequisites for this position. However, experience has demonstrated that the following qualities are desirable:

- 1) problem-solving ability and leadership skills, as proven in negotiations, grievance-handling, local union executive work, etc.
- 2) ability to communicate effectively (orally and in writing) with members, staff, employers and outside bodies.

- 3) ability to work both independently and as a member of a team.
- 4) ability to function effectively under pressure.
- 5) commitment to labour principles and the goals of CUPE.
- 6) active involvement in a labour environment (e.g. local union, district council, labour council).
- 7) completion of all or part of the CUPE 6-level education program, or similar union education program, and experience as an occasional instructor.
- 8) supervisory and administrative experience may be an asset.

Willingness to accept a vacancy anywhere in Canada would obviously be beneficial to an applicant since, over time, it increases the number of vacancies he/she will be considered for. As well, applicants who restrict their geographical area of preference should realize that, if a vacancy in their preferred location arises, consideration will also be given to applicants from elsewhere.

Members interested in applying for a servicing representative position with CUPE should request an application form from:

Mr. Jean-Claude Laniel
National Secretary-Treasurer
Canadian Union of Public Employees
21 Florence Street
OTTAWA, Ontario
K2P 0W6

(Interested members in the Province of Quebec should also direct their enquiries to:

Mr. Claude Morrisseau
Quebec Regional Director
Canadian Union of Public Employees
2100 Papineau Street, 3rd Floor
MONTREAL, Québec H2K 4J4)